

Customer Service Report for SCB

For the period: Monday, December 01, 2008 12:00:00 AM to Wednesday, December 31, 2008
11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	SCB	Web	Other	DCS	SCB	Other	DCS	SCB	Other	To Close
Accounts											
Access/Login	1	0	0	0	0	0	0	0	1	0	3
Edit Account	1	0	0	1	0	1	0	0	1	0	4
Password Reset	0	0	0	2	0	0	0	0	2	0	6
Application Support											
General Info	1	0	0	0	0	1	0	0	0	0	0
ISDP	0	1	0	0	0	0	0	1	0	0	20
Email											
General Info	1	0	0	0	0	1	0	0	0	0	0
General Information											
Inquiry	1	0	0	0	0	0	0	0	1	0	10
Helix Support											
Apps/Exodus/WebTer mX	1	0	0	0	0	1	0	0	0	0	0
Apps/FTP/Anon FTP	1	0	0	0	0	0	0	0	1	0	11
Apps/Matlab/Mathemat ica	2	0	0	0	0	2	0	0	0	0	0
Apps/Other	1	0	0	0	0	1	0	0	0	0	0
Info/Biowulf	6	0	0	0	0	1	0	0	5	0	4
Info/General	2	0	0	0	0	0	0	0	2	0	14
NIH Services											
Other	1	0	0	0	0	0	0	0	1	0	2
Grand Total:	19	1	0	3	0	8	0	1	14	0	5

Total Tickets Closed: 15

Total Tickets Assigned/Pending/Checked Out: 8

Total Tickets Created: 23